



Employment Policy – Accessibility Standards

1. Purpose & Scope

- 1.1. To ensure that McMaster Students Union (MSU) Student and Non-Student Staff, as outlined in **Employment Policy – Anti-Violence, Discrimination, & Harassment**, may work within an accessible environment in accordance with the standards outlined within this Employment Policy;
 - 1.1.1. All MSU Student and Non-Student Staff shall hold partial responsibility for the implementation of this Employment Policy.
- 1.2. This policy applies to the broad definition of disability set out under:
 - 1.2.1. [Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c.11](#) (AODA);
 - 1.2.2. [Ontario Building Code](#);
 - 1.2.3. [Ontario Human Rights Code, R.S.O. 1990, c. H.19.](#)
- 1.3. Upon request, the MSU will be prepared to assist, or arrange for assistance, while individuals are accessing goods or services of the MSU, subject to reasonable limitations;
 - 1.3.1. Any accommodation might be denied or appropriately changed if the request would impose undue hardship or risk to the health and safety of others.
 - 1.3.1.1. Undue hardship or risk shall be defined in accordance with the Ontario Human Rights Code.

2. Definitions

- 2.1. Refer to **Operating Policy – Accessible Customer Service Plan** for definitions.

3. Accessibility Standards

- 3.1. The MSU will aim to communicate with Student and Non-Student Staff with disabilities in a way that acknowledges and adapts to their disability to ensure that individuals may effectively complete their job duties;

- 3.2. Refer to **Operating Policy – Accessible Customer Service Strategy, Sections 3.2.–3.5** for further information on accessibility standards for Student and Non-Student Staff.

4. Recruitment & Hiring

- 4.1. The MSU will notify current and prospective Student and Non-Student Staff about the availability of accommodations for applicants with disabilities in all stages of the recruitment process including, but not limited to, the:
 - 4.1.1. Application stage;
 - 4.1.2. Interview stage;
 - 4.1.3. Assignment stage; and
 - 4.1.4. Onboarding stage.
- 4.2. If a selected applicant requests an accommodation, the MSU shall consult with the applicant to provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability.
 - 4.2.1. The MSU will notify successful applicants of the policies for further accommodation upon acceptance of the role.

5. Service Animals & Assistive Devices

- 5.1. The MSU welcomes MSU Student and Non-Student Staff with disabilities and their service animals and support persons on the parts of our premises that are open to the public, except where excluded by law;
 - 5.1.1. Such exclusions include areas where food is:
 - 5.1.1.1. Manufactured;
 - 5.1.1.2. Prepared;
 - 5.1.1.3. Processed;
 - 5.1.1.4. Handled;
 - 5.1.1.5. Displayed; or
 - 5.1.1.6. Stored.
 - 5.1.2. In such cases, supervisors will offer alternative accommodations so that MSU Student and Non-Student Staff can still conduct their job effectively.
- 5.2. An individual with a service animal shall not be segregated from other individuals;

- 5.3. For areas that are defined as off-limits to service animals or support persons, the MSU will make every effort to provide alternate ways for Student and Non-Student Staff with disabilities to complete their job duties;
 - 5.3.1. To find out if a specific area is off-limits to service animals or support persons, the designated department/service director/manager should be contacted.
- 5.4. Refer to **Operating Policy – Accessible Customer Service Strategy, Section 4** for procedures relating to the use of assistive devices for Student and Non-Student Staff.

6. Delivery Modalities

- 6.1. Refer to **Operating Policy – Accessible Customer Service Strategy, Section 6.1** for examples of delivery modalities;
- 6.2. In cases where the chosen delivery modality presents a significant and unavoidable accessibility concern, other measures will be used to ensure the Student and Non-Student Staff with a disability can effectively communicate in the workplace and completion of their job duties.
 - 6.2.1. The delivery modality for all internal communications shall follow accessibility standards in line with WCAG 2.0, Level AA.

7. Format of Documents

- 7.1. The following forms of communication shall be made in accessible or conversion-ready formats, including, but not limited to:
 - 7.1.1. Internal communications;
 - 7.1.2. Memos; and
 - 7.1.3. Reports.

7.2. All MSU employment documents, policies, and procedures shall be made available in accessible or conversion-ready formats, either:

7.2.1. On the MSU website; or

7.2.1.1. All documents uploaded or available publicly on the MSU website will be available in accessible or conversion-ready formats as per the WCAG 2.0, Level AAA guidelines.

7.2.2. Upon request.

7.2.2.1. Accessible or conversion-ready documents may be requested from the Human Resources Generalist via email at hr@msu.mcmaster.ca.

7.3. All internal MSU documents shall be made available in accessible or conversion-ready formats, including, but not limited to, all documents outlined in **Operating Policy – Document Management**.

8. Requests for Accommodations

8.1. Any requests for accommodation made must be made through the Human Resources (HR) Department;

8.2. Individuals who request accommodations do not need to provide any proof or evidence of disability to receive an accommodation;

8.3. If a person with a disability requires the MSU to provide an assistive device for effective completion of work duties, this will be reviewed and provided for on a case-by-base basis.

9. Training

9.1. As soon as possible, following the commencement of their duties, the MSU will provide training to all Student and Non-Student Staff;

9.2. Training will be provided:

9.2.1. During the onboarding process;

9.2.2. Every three (3) years; and

9.2.3. Promptly following substantial changes to this Employment Policy.

9.3. Training will include:

- 9.3.1. An overview of the AODA and the requirements of the accessible employment standard;
- 9.3.2. An overview of **Operating Policy – Accessible Customer Service Strategy** related to the customer service standard;
- 9.3.3. Components of the Ontario Human Rights Code which intersect with the AODA (included in the general McMaster AODA and Human Rights Code Training);
- 9.3.4. Best practices for communication and interactions with persons with various disabilities;
- 9.3.5. Best practices for interaction with persons with disabilities who:
 - 9.3.5.1. Use an assistive device;
 - 9.3.5.2. Require the assistance of a service animal; and/or
 - 9.3.5.3. Require the assistance of a support person.
- 9.3.6. How to use equipment or devices that are on the MSU's premises that may assist with the provision of goods and services to persons with disabilities; and
- 9.3.7. Steps to take to provide accommodations if persons with disabilities are facing barriers when carrying out duties of their job.

9.4. Student and Non-Student Staff will be required to complete the Accessibility and Disability Inclusion Training developed by the AccessMac Program within McMaster's Equity and Inclusion Office;

- 9.4.1. AccessMac will be contacted every three (3) years to support applications-focused training sessions to MSU Student and Non-Student Staff.

10. Feedback & Complaints

- 10.1. The MSU encourages feedback on this Employment Policy or on other areas of improvement relating to accessibility within the MSU;
- 10.2. Feedback pertaining to this Operating Policy and/or its contents can be made in the following formats:
 - 10.2.1. Verbally;
 - 10.2.1.1. In person; or
 - 10.2.1.2. Over the phone.

10.2.2. In writing:

10.2.2.1. Via email;

10.2.2.2. The MSU's Anonymous feedback survey; or

10.2.2.3. Letter mail.

10.3. Any feedback provided by an individual must be addressed within ten (10) business days, barring extenuating circumstances;

10.3.1. The following forms of feedback may require additional time to address and must be reviewed for action, including:

10.3.1.1. Complaints;

10.3.1.2. Suggestions; or

10.3.1.3. Recommendations.

10.3.2. All responses to feedback shall be provided to the complainant in a format that meets their accessibility needs;

10.4. If an individual would like to disclose an incident and/or violation of this Operating Policy they may contact the HR Department, or access support from the following, including, but not limited to:

10.4.1. MSU Peer-Support Services;

10.4.2. Student Accessibility Services (SAS);

10.4.3. Campus Accessible Tech Space (CATS);

10.4.4. Student Support & Case Management;

10.4.5. The Equity & Inclusion Office;

10.4.6. The Ombuds Office; and/or

10.4.7. The Student Wellness Centre (SWC).